

# **How we learned more about the views of Science and Engineering students by using our survey**

**Davina Omar**

# WHAT I WILL COVER

- A little bit about Kingston and me
- How we run the survey every year
- Key characteristics of our Scientists and Engineers
  - Differences across sites
- How we are using this information

# Kingston University London

# ABOUT ME

1

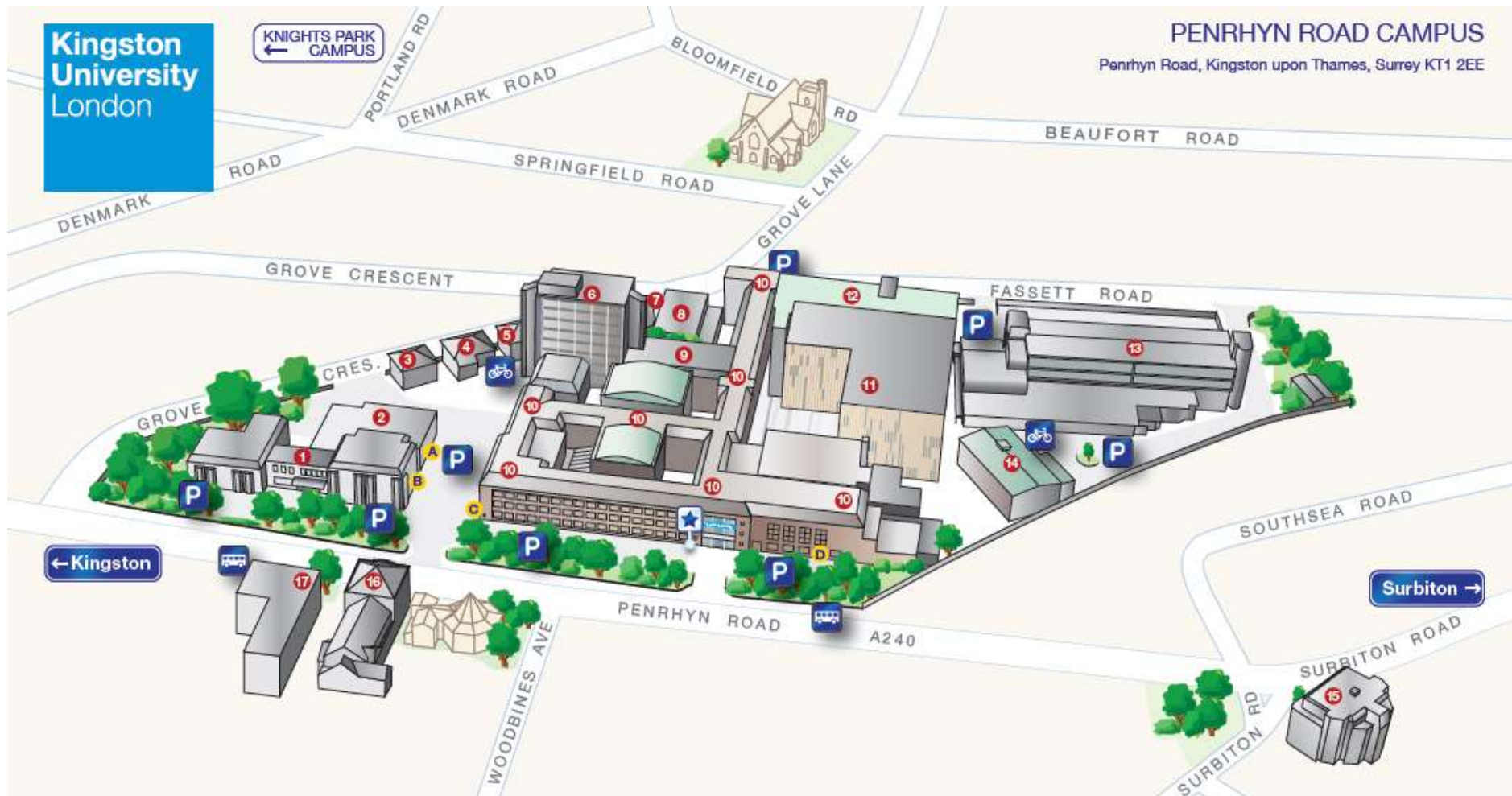
Information Specialist for Science, Engineering and Computing

2

Librarian since 2002

3

Main interests include usability testing, questionnaires, open access publishing and information literacy









## **LRC User Survey**

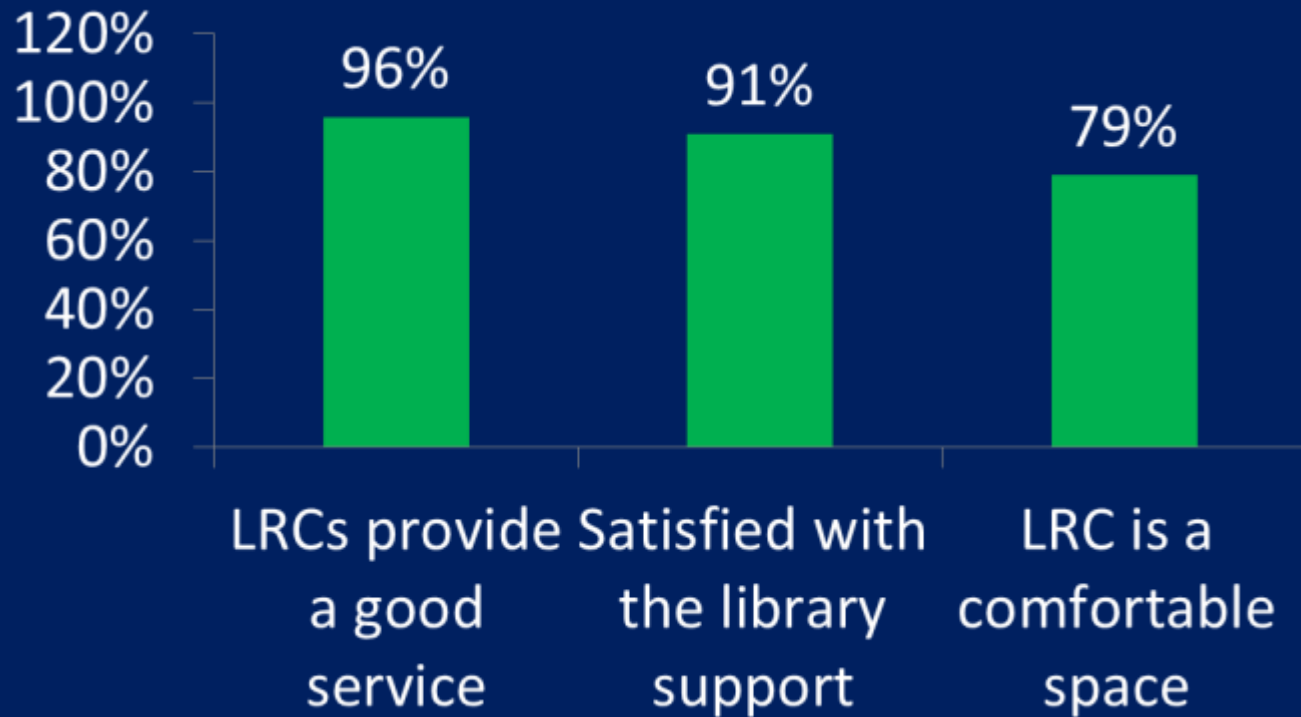
Help us improve our services and resources

YOUR TURN TO  
**SPEAK**









# SATISFACTION

# WHAT IS THE BEST THING ABOUT YOUR LRC?

Books, Journals and Resources	22%
Computers and IT	12%
Opening Hours	9%
Space	37%
Staff	19%
Other	1%

# IF THERE WAS ONE THING THAT WE COULD DO TO IMPROVE THE SERVICE FOR YOU, WHAT WOULD IT BE?

Books, Journals and Resources	17%
Computers and IT	33%
Opening Hours	8%
Space	32%
Staff	2%
Other	8%

COMMENTS



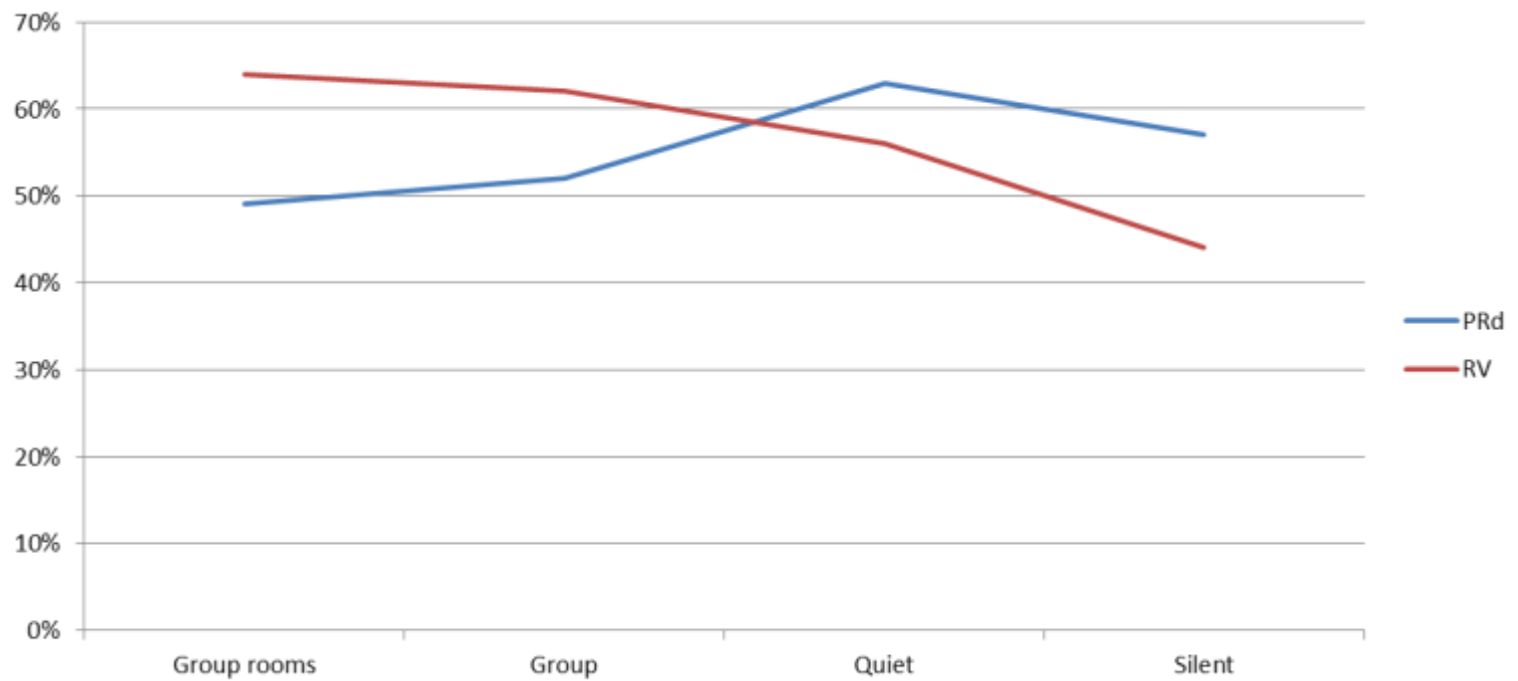
# VISITS

	Visit daily
Computer Science & Mathematics	39%
Life Sciences, Pharmacy and Chemistry	54%
Mechanical and Aerospace Engineering	65%
Natural and Built Environments	26%
Survey average	42%



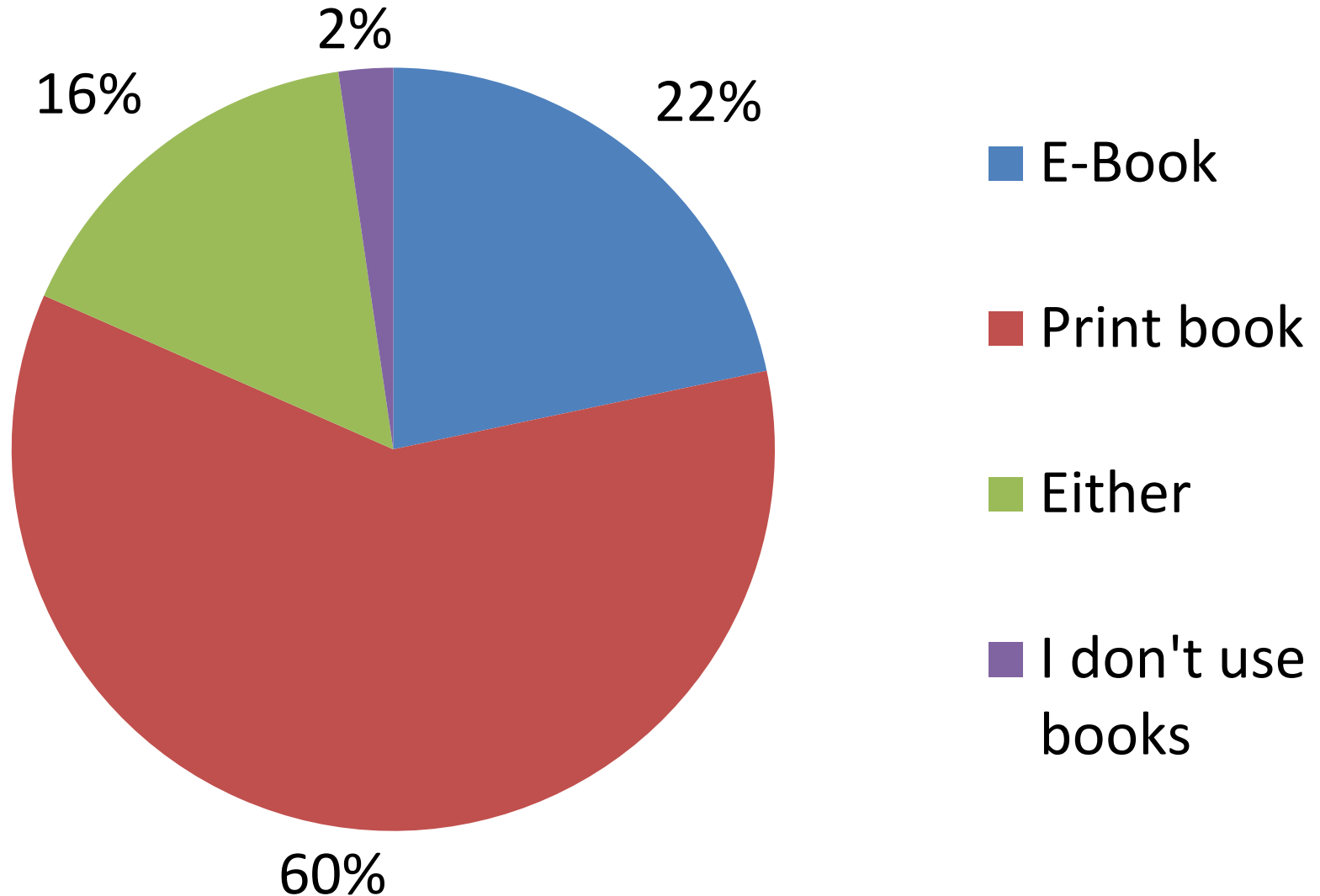
# ZONES



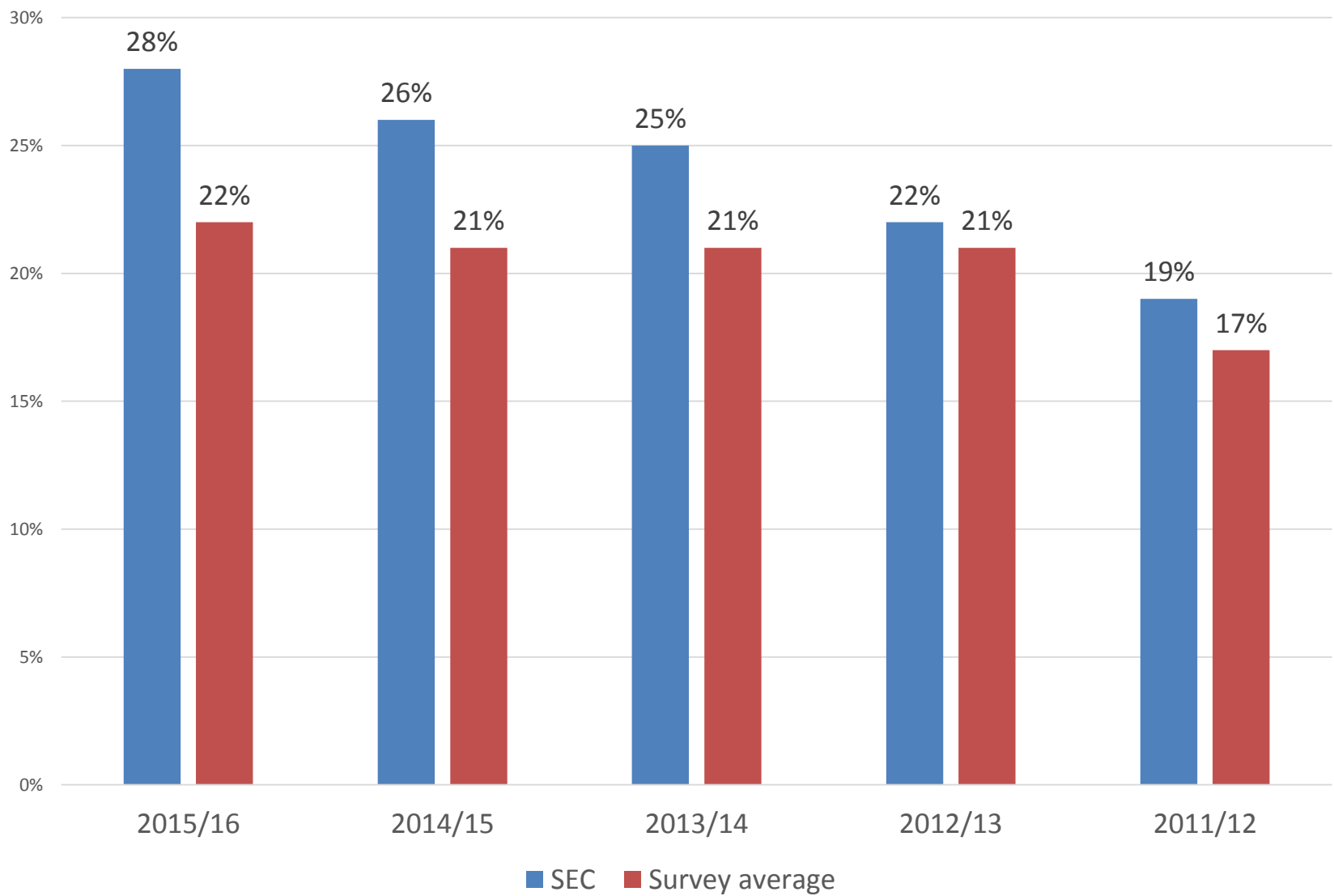


1.	Drawing Boards
2.	SolidWorks CD
3.	Laptops
4.	Table tennis bat and ball
5.	Robots
6.	Engineering Mechanics book
7.	Computer mouse
8.	Aerodynamics for Engineering students book
9.	Materials Science and Engineering book
10.	Engineering Mathematics through Applications book

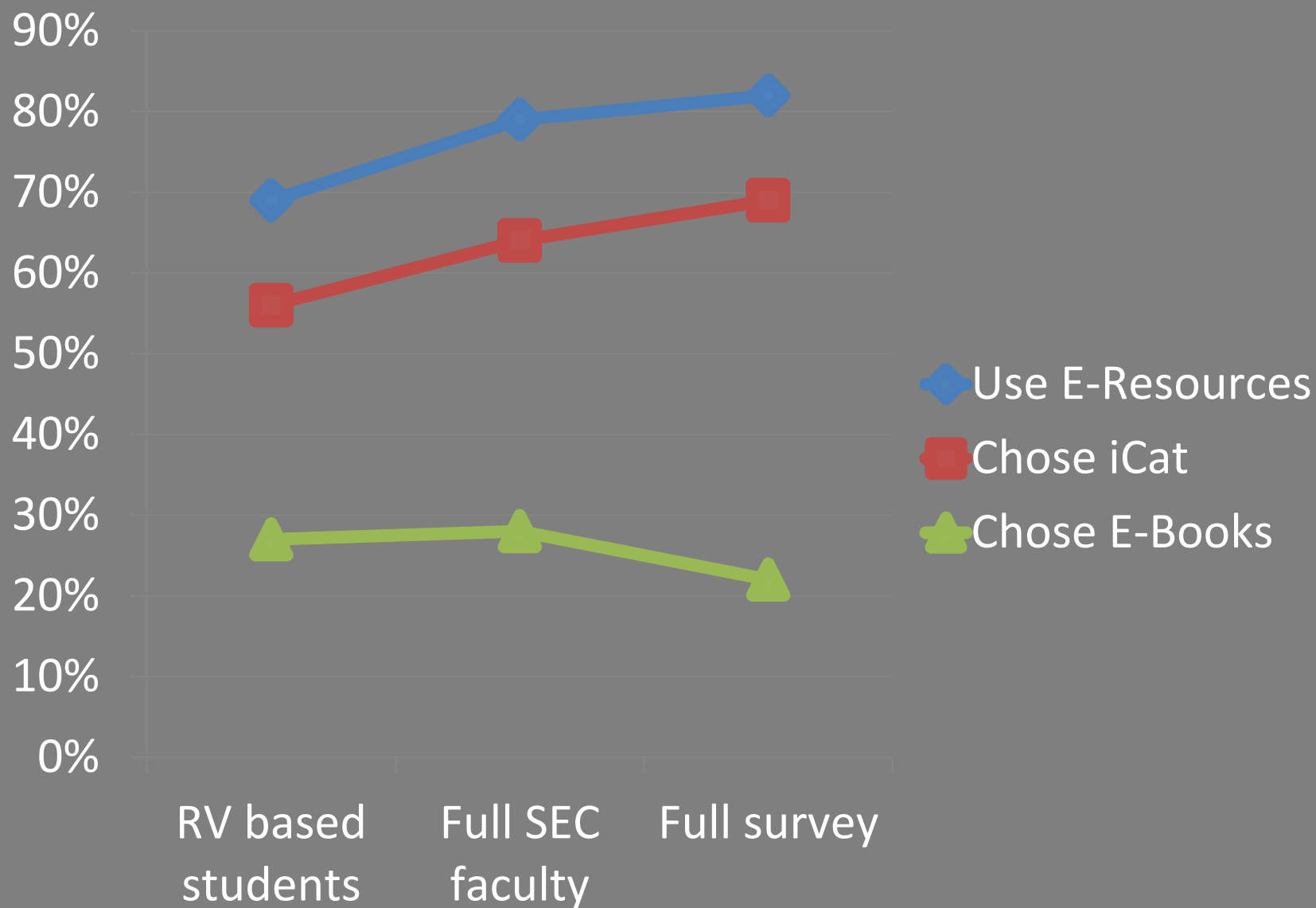
**IF BOTH AN E-BOOK AND A PRINT BOOK WERE  
AVAILABLE FOR THE BOOK YOU WISHED TO READ,  
WHICH ONE WOULD YOU CHOOSE?**













# IT

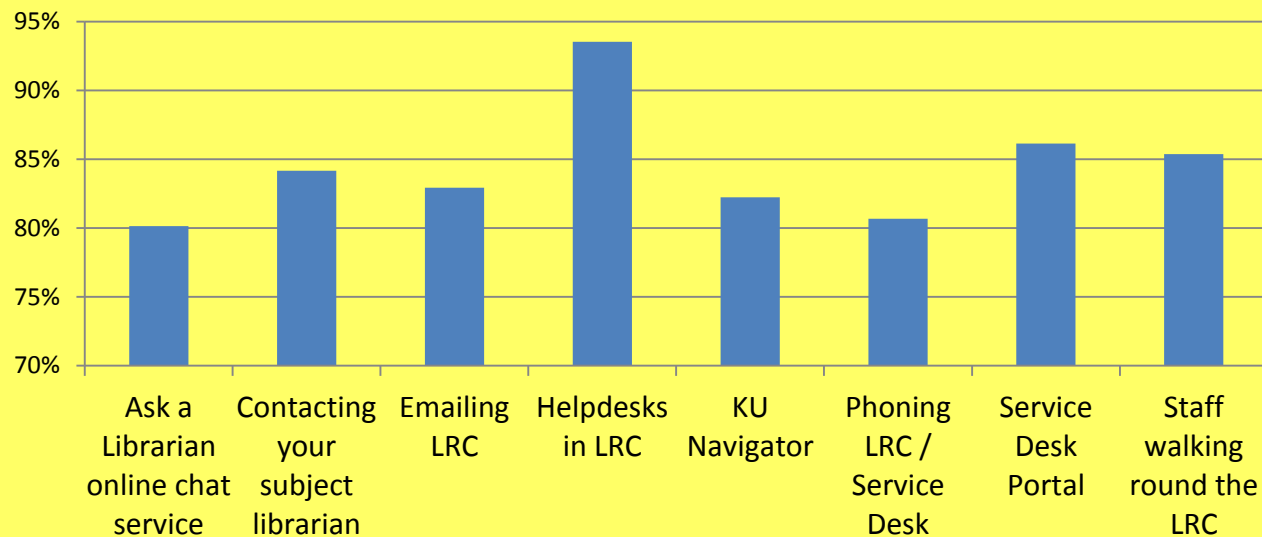




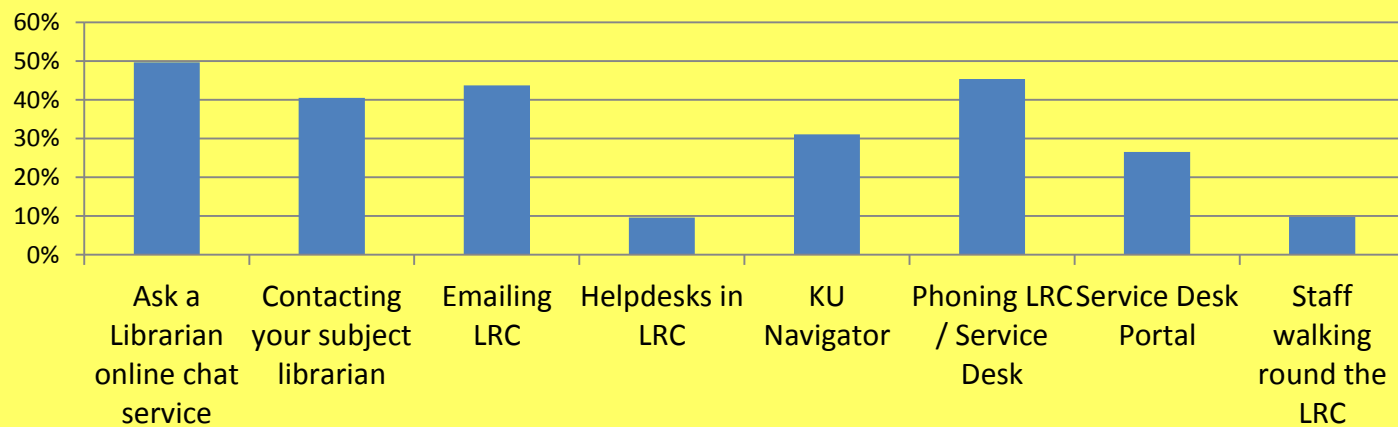
# COMMUNICATION



## Excellent or Good



## Not used service





# SMALL VS BIG





Kingston  
University  
London

Kingston University London

# WELCOME

UNIVERSITY

KING UNIVERSITY





	Main survey	PT	International	Disability	Male	Female
I am satisfied with the IT help that I get	80%	68%	79%	74%	78%	81%
I am satisfied with the library support for my academic needs	89%	78%	89%	86%	89%	89%
My LRC is a comfortable space to study	82%	74%	81%	78%	81%	83%
Overall, the LRCs provide a good service	95%	88%	94%	97%	96%	95%
I am satisfied with the quality of customer service I receive in the LRCs	93%	90%	94%	91%	92%	93%
LRC staff are always polite and friendly	93%	91%	95%	95%	92%	94%
My enquiry is usually completed at the first point of contact	87%	82%	89%	86%	84%	89%
I receive clear help and guidance if my enquiry can't be answered at the first point of contact	84%	78%	89%	82%	81%	86%
Contacting your subject advisor/librarian	85%	80%	81%	85%	85%	85%
Helpdesks in LRC	93%	86%	92%	89%	91%	95%
Staff walking round the LRC	86%	79%	87%	82%	86%	86%
Bring laptop	66%	61%	71%	71%	66%	65%
Visit daily	42%	24%	47%	50%	45%	39%
Visit weekly	95%	79%	98%	99%	96%	94%
Use e-resources	82%	81%	82%	88%	77%	85%
Chose e-book	22%	22%	21%	25%	25%	20%
Use night opening	18%	7%	21%	25%	21%	16%
Find the article on iCat	83%	75%	80%	85%	82%	84%
Log into a database/collection	75%	70%	77%	76%	75%	76%
Access the full text of an item	69%	59%	67%	68%	68%	70%

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[d.omar@kingston.ac.uk](mailto:d.omar@kingston.ac.uk)

@davinaom

02084172095